#### STATE OF SOUTH CAROLINA BEFORE THE PUBLIC SERVICE COMMISSION DOCKET NO.: 2009-356-E

	S. C. PUPLIC SEFFACE COMMISSION
J	DEC 2 1 2009
i	FOETVED .

) ILEGETVE!
) ) )
) PREFILLED DIRECT TESTIMONY ) OF LYUBOV BELAYA
) ) )

Q: What is your name?

A: Lyubov Belaya.

Q: How long have you lived at the current address?

A: Four years.

Q: Have you had any troubles in the past with any other company?

A: Never.

Q: What is your current occupation?

A: Attendant care.

Q: Do you spend most of your time in your residence?

A: Yes.

Q: Were you informed by Broad River Cooperative(BREC) that by accepting the power utility from them that you would be bound by their company as long as you stay at this residence?

A: Yes, they did.

Q: At what point in time did you start having difficulty with this company?

A: I had financial difficulties and looked deeply into my bills when I found out I was overcharged for my power consumption.

Q: How did the company become a problem at this point?

A: Some time in 2006, when I received a statement, it lacked the detailed

explanation of charges (e.g. average consumption per day, cost per day, etc) but had the total amount to pay \$44.51 for only 85 kilowatts used. Upon my visit to the local billing office of the BREC (located at 5535 Hwy 9 Suite C, Inman SC) I spoke with cashier hoping to find out more about the charges from her. Instead of giving me explanations, she referred me to her supervisor and advised to call him. I called the supervisor who said that the charges included checking of electric meter (\$10.00).

On February 13, 2007 my youngest daughter was diagnosed with stage IV of Rhabdomyosarcoma (malignant tumor of the muscle). After the period of two months when I had to stay with her in the children's hospital in Greenville, I lost my job. So, no one had occupied my house for the period of 2 months. To my surprise, the bills came out to be higher than I had before. Soon, I took my older daughter for a visit to the business office of BREC where we spoke with cashier named Vicky Hill. I had explained her that something was really wrong with my electric meter, so I requested her to do and inspection and check my meter, because my meter was spinning too fast. She gave me her card and told me to call later for an appointment. After I left office, I went to Fred's store where I spent about 20 minutes. Soon after, I arrived home and wanted to check my electric meter when I realized looking the tracks on the ground that someone recently approached the meter box. My neighbor informed me about the recent visitor from BREC. Also, he has confirmed that he saw a couple of times in the past someone from BREC did something to my meter. The statement from BREC showed that they changed my meter 3 times. All of that was done without my prior knowledge! They had not even received my permission to come on my property. I disagree with such an invasion of my personal property! In April of 2007, I received a letter from BREC stating that my meter was tested and found to be fast by 0.46%. I went to the local business office of BREC and had a conversation with supervisor to ask him to reevaluate my statements for the period from April of 2006 to April of 2007. They charged me \$10.00 to change the meter and another time they charged me \$44.51. He tried to convince me that they have done everything correctly but I did not believe him. I said that I wanted to change the electrical provider. The supervisor said that I could not do that and gave me the BREC magazine with their Bylaws where I was unable to a phone number or an address to file a complaint. He also recommended to improvement my insulation in the house to help me to save on power bills. After insulating my house and filling the form provided by BREC, I was waiting for inspector to check my insulation but the inspector never showed up. What a negligence on the part of BREC! I do not trust this company any more.

In February of 2008, I received a final notice from BREC warning me to pay my electric bill. I could not pay my power bill that time because of the lack of income due to my unemployment. I had to take care of my daughter who was sick with cancer. I tried to ask BREC for the delay in payment but to no avail. When I moved into my new house I gave an \$80 down payment. Fifty of which was

supposed to be credit. After talking to the lady in the office, she told me I will not see my own credit, my money in a great time of need for my family. I talked with cancer Association of Spartanburg and Cherokee counties about my financial situation. They took care of my power bill. May God bless them!

#### Q: How much are you charged per kilowatt hour?

A: The Greenville newspaper for October of 2009 writes that BREC charges for 1,000 KWH is \$128.00 Duke charges \$79.00 for the same amount. However, my statements show the charge of \$13.76 for 1 KWH. Looking at my previous statements, I did not find the price of \$12.80.

### Q: Did broad River ever offer any assistance to you in your time of need?

A: Never. They told me they did not have any assistance program.

# Q: Is the way Broad River explains their charges on the monthly bills clear and easy to understand?

A: Their dealings are unfair, and many times are unjust. I cannot understand my bills. I went to the office and even there they could not explain the charges. The cashier gave me a number which should help. I called and left a message, because no one picked up. They never called me back. I have always had problems with this company. Please reference article 1. The numbers on the meter restarted several times, and jumped around, as you will see in article 1. I sent a copy of the bills, and I am asking you if you could explain how and why they charge; where do the kilowatt hours numbers come from? And I would like to know when will this be over with?

# Q: Does Broad River have the right to change my meter whenever they feel like it, without my knowledge or even permission.

A: I feel that people should not come on my property without informing me ahead of time unless its an emergency.

## Q: Are you satisfied with the service and price of Broad River?

A: No, both I and those neighbors with whom I spoke are in agreement that BREC's services do not satisfy us. BREC does not work like a company, they work like a salesperson at the flee market. Sometimes they charge 13 cents per kilowatt, at other times, 15. Broad River is robbing us by charging us double what Duke charges. Are we richer or worse? Why is this happening to us? In this tough economic situation we cannot afford food at times. Certain stores to offer some relief stopped charging tax to their precious customers. Broad River is mercilessly charging us outrageous with no second thought. In a blatant way they are saying they don't care. We as so many Americans are living paycheck to paycheck; here in South Carolina we have been hit especially hard economically. IF BREC will

not charge the same price as Duke, then they should go out of Business. I thank you ahead of time for your help.

# Q: What do you think would be the of a company that treats its buyers in such cruel ways?

A: We trust that the State of South Carolina and our justice system will hear the voice of its people, and will promote justice in this case for us and for many more. Please hear our plea and honor the voice of the people!

Lyubov Belaya

665 Banks Terrace Trail

Inman, SC 29349

December 2<sup>nd</sup> 2009



A Touchstone Energy<sup>24</sup> Parmet 🏩

#### (866) OUR COOP (866 687-2667) IN CHEROKEE COUNTY 489-5737

ELECTRIC COOPERATIVE, INC

SERVING CHEROKEE, SPARTANBURG, AND UNION COUNTIES SINCE 1940

NAME	R	IATE	SERVICE AI	DDRESS	LOCATIO	NUMBER .
BELAYA, LYUBOV		10 BANK	STERRAC	E TR 665	? [	<u> 9107063</u>
FROM TO DAYS CYCLE	READING PREVIOUS	g Present	BILL TYPE	MULTIPLIER	KWH USAGE	CHARGES
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REVIOUS BILLING PERIOD 30 / SAME PERIOD LAST YEAR 0	632	21	ા. વવ⊿==	AFTER DUE D		- 1, 2, 10, 10, 10, 10, 10, 10, 10, 10, 10, 10
Your Electricity Use Over The Last 13 Month	S YOUR		PROTECT YO	DIS: BELA1121 DUR HOME FROM S ASK US ABOUT PROTECTION FOR	PROVIDENCE SEE	₹

#### TYPE BILL

0 NORMAL

5 PRORATED

1 ESTIMATED

**6 PRORATED MINIMUM** 

2 MINIMUM ESTIMATED

7 BUDGET

3 MINIMUM

4 FINAL

8 CONTRACT ONLY

#### IMPORTANT INFORMATION

- \*PAYMENT MUST BE RECEIVED IN GO-OP OFFICE ON OR BEFORE DUE DATE, YOU MAY PAY BY MAE, PAY AT THE CO-OP OFFICE, PAY AT A PAY STATION, PAY BY VISA OF MASTERCARD, OR PAY BY BANK DRAFT.
- \* BILLS ARE DUE 15 DAYS AFTER BILL DATE. TO AVOID 5% LATE PENALTY, PAYMENT MUST BE RECEIVED BY 5:00 PM ON THE DUE DATE.
- \* ACCOUNTS ARE SUBJECT TO DISCONNECT IF UNPAID 25 DAYS AFTER BILL DATE.
- \*TELEPHONE NUMBER: PLEASE FURNISH YOUR PHONE NUMBER IF IT IS NOT LISTED BELOW.



A Touchstone Energy<sup>24</sup> Partner

(866) OUR COOP (866 687-2667) **IN CHEROKEE COUNTY 489-5737** 

ELECTRIC COOPERATIVE, INC

**SERVING CHEROKEE, SPARTANBURG, AND UNION COUNTIES SINCE 1940** 

NAME	RATE	SERVICE ADI	DRESS	LOCA	NON NUMBER METER	NIMBEO
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PREVIOUS AMOUNT DUE	ari				34.33	
THANK YOU FOR YOUR PAYMENT 05.	/25/06				-34.33	
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SAME PERIOD LAST YEAR	<del>                                     </del>	<b>-</b>	FTER DUE C	ATE PAY	\$ 46.73	
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•		PROTECT YOU		PROVIDING S		issand National State of the Control
TYPE BILL		IMPORT/	ANT INFORMAT	ION /		

#### TYPE BILL

**O NORMAL** 

**5 PRORATED** 

1 ESTIMATED

4 FINAL

**6 PRORATED MINIMUM** 

**2 MINIMUM ESTIMATED** 

**7 BUDGET** 

8 CONTRACT ONLY

3 MINIMUM

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+ACCOUNTS ARE SUBJECT TO DISCONNECT IF UNPAID 25 DAYS AFTER BIT DATE.

\*TELEPHONE NUMBER: PLEASE FURNISH YOUR PHONE NUMBER IF IT IS 18



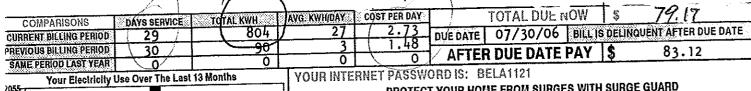
A Touchstone Energy<sup>54</sup> Partner

(866) OUR COOP (866 687-2667) IN CHEROKEE COUNTY 489-5737

ELECTRIC COOPERATIVE, INC

# SERVING CHEROKEE, SPARTANBURG, AND UNION COUNTIES SINCE 1940

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ULINA NIMBED		NAME		RATE	SERVICE /		LOCATION	
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1370 685

PROTECT YOUR HOME FROM SURGES WITH SURGE GUARD **ASK US ABOUT PROVIDING SURGE** PROTECTION FOR YOUR APPLIANCES.

#### TYPE BILL

0 NORMAL

4 FINAL

**5 PRORATED** 

1 ESTIMATED

**6 PRORATED MINIMUM** 

2 MINIMUM ESTIMATED

7 BUDGET

3 MINIMUM

**8 CONTRACT ONLY** 

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- \*TELEPHONE NUMBER: PLEASE FURNISH YOUR PHONE NUMBER 1F11/15 NOT HIS LED BELOW



A Touchstone Energy Partner

(866) OUR COOP (866 687-2667) **IN CHEROKEE COUNTY 489-5737** 

ELECTRIC COOPERATIVE, INC

#### SERVING CHEROKEE, SPARTANBURG, AND UNION COUNTIES SINCE 1940

Account			NAME			RATE		SERVICE	ADDRESS		LOC	ATION NU	IMBER ME	
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	6			<del> </del>			·	<u> </u>	<u> </u>					
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Your Electrici	ty Use Over	The Last	13 Months		YOUR	INTE			ask u	IE FROM S ABOUT	SURGES WIT PROVIDING RYOUR APPI	SURGE		
A V V N	IMPORTANT INFORMATION													

**O NORMAL** 

**5 PRORATED** 

1 ESTIMATED **6 PRORATED MINIMUM** 

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(866) OUR COOP (866 687-2667) **IN CHEROKEE COUNTY 489-5737** 

ELECTRIC COOPERATIVE, INC

**SERVING CHEROKEE, SPARTANBURG, AND UNION COUNTIES SINCE 1940** 

ANNOUS TO THE STATE OF THE STAT		NAME		RATE		SERVICE	ADDRESS		LOCA	TION NUMB	ED N
<u> </u>		10 BANKS TERRACE TR 665					19107063				
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COMPARISONS CURRENT BILLING PERIOD:	DAYS SERVICE	TOTALK	263	KWH/DAY 8	CUS	PERDAY			UE NOW	\$	41.82
PREVIOUS BILLING PERIOD	27	1	220	45	+	4.24	DUE DATE	04/30,			NT AFTER DUE DATE
SAME PERIOD LAST YEAR	30		632	21		1.99	AFTER	DUE DA	ATE PAY	\$	43.41
Your Electricity U	se Over The Last	13 Months	YC	TMI RUC	ERNET	PASSWO	RD IS: BE	ELA1121			
1470 735					AT		TORIUM. RE	GISTRATIC	AL MEETING V ON: 9:00 A.M. E: GMC PICK	MEETING:	

#### TYPE BILL

**O NORMAL** 

1 ESTIMATED

2 MINIMUM ESTIMATED 3 MINIMUM

4 FINAL

**5 PRORATED** 

**6 PRORATED MINIMUM** 

7 BUDGET

**8 CONTRACT ONLY** 

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- \*TELEPHONE NUMBER: PLEASE FURNISH YOUR PHONE NUMBER IF IT IS NOT LISTED BELOW.



ELECTRIC COOPERATIVE, INC

April 3, 2987

Mr. Lyubov Belaya 665 Banks Terrace Trail Inman, SC 29349

Re:

Dear Mr. Belaya:

We are enclosing a copy of the meter test report of meter which was removed from your premises for testing at your request.

You will note from the report that your meter tested .46% fast.

Inasmuch as the meter tested within the (2) of 100% accuracy, the meter test fee will not be refunded, but will be used to help defray the cost of testing the meter.

Trivou have any questions concerning this matter, please contact me at the Co-op office.

Sincerely,

BROAD RIVER ELECTRIC COOPERATIVE, INC.

John B. Brown Sucervisor, Member Services

JBB:jm

Enclosure

# Single Meter Test Report

## Meter Owner: Broad River Electric Coop

Type Mechanical

TA 30.00

Form 2

Volts 240

Mfg Sangamo

Base S

Kh 7.2

Model J-4

Class 200

Reg. Ratio 27 7/9

Service

Accuracy +/- 0.50%

KWh Multiplier 1.00

Circuit

KW Multiplier 1.00

Dial Type cyclometer

Status Retired

**Assigned Test Set** 

Retire Reason Meter to be replaced

IF-3WSing

Create Date 4/20/2006 Edit Date 4/20/2006

240V, 30A, 7.2Kh, Rr 27 7/9, Base-S, Srv-3WSing

#### Test Results:

Test Set Name: IF-3WSing

Version Date: 07/02/04

Desc: 240V, 30A, 7.2Kh, Rr 27 7/9, Base-S, Srv-3WSing

AF 03/22/07 9:04 am

100.307

AL 03/22/07 9:04 am

Wh Del FL 100.612 H

100.612 H

100.307

### ExtraData:

Extra Data Fiel

Extra Data Valu

AF KWH Reading

10000-

AL KWH Reading

customer req. reading

**Test Code** 

**Tamper Code** 

#### FINAL NOTICE

#### BROAD RIVER ELECTRIC COOPERATIVE, INC. PO BOX 2269 GAFFNEY, SC 29342-2269 (864) 489-5737 (864) 582-8247 (864) 674-6123

Dear Member:
Did you forget to pay your electric bill? Our records indicate we have not received your payment. If you have recently made a payment or if you feel there is an error in your bill, please contact us if you have not made payment, this notice is to advise you of our service rules. Unless payment is received in our office prior to the Disconnect DATE stated below, our service rules require us to collect or disconnect service. We thank you for your cooperation in bringing your account up to date.

ACCOUNT NO DISCONNECT DATE AMOUNT PAST DE

AMOUNT PAST DUE

**#710708** 

PLEASE NOTE: IF OUR EMPLOYEE CALLS TO COLLECT THE ABOVE. AST DUE AMOUNT, A \$5.00 COLLECTION FEE WILL ALSO BE CHARGED, IF PAYMENT IS NOT MADE FOR ALL AMOUNTS DUE; YOUR SERVICE WILL BE DISCONNECTED WITHOUT FURTHER NOTICE IN ORDER: FOR THE SERVICE TO BE RECONNECTED, ALL AMOUNTS DUE PLUS ADDITIONAL CHARGES (SEE BELOW), MUST BE PAID.

RECONNECT CHARGES: BETWEEN 8:00 p.m. AND 4:00 p.m. BETWEEN 4:00 p.m. AND 8:00 p.m. WEEKENDS AND HOLIDAYS:

NO RECONNECTS BETWEEN 8:00 p.m. AND 8:00 a.m. MONDAY THROUGH FRIDAY WEEKENDS AND HOLIDAYS

BELAYA, LYUBOV SAS SANKS TERRACE TR 29349 DE HAMMI

A Touchstone Energy Partner

Map# 1910 DO BROAD RIVER ELECTRIC COOPERATIVE, INC.

## - APPLICATION FOR SERVICE AND MEMBERSHIP -

Account No	Date <u> </u>
Name Belast / First Middle	Social Security #
Last First Middle	Drivers License No. /
Spouse	는 가는 전환 이렇게 하실 하는데 하는데 함께 되었다. 그런 그 전에 가장하는데 그리고 그를 하고 그를 하는데 하는데 하는데 다른데 그리고 하는데 하는데 다른데 그리고 하는데
그는 그는 그는 그는 그는 그를 다 가는 그는 그를 다 하는 것이 되었다. 그는 그를 다 하는 것은 그를 다 살아 있다. 그는 그를 다 하는 것은 그를 다 하는 것은 것이다. 그는 것은 그를 다 하는 것은 것이다.	Phone: Home Business
Address 65 500 KS Terracre 13 (Street or Route and Box No.) (Cit	/
Mailing Address (If Different)	
Employer	City
Prior Occupant	-If-Renting <u>Olumen</u>
	(Name of Landlord)
SERVICE REQUESTED:  D Permanent Service	Security Light, Type
	Seasonal Service
☐ Mobile Home Service ☐	Commercial Service
Building Permit No. (On New Construction)	Mobile Home Permit No. (Required Prior to Connecting)
Location	Lot No.
(Community or Sub-Division)	(if Applicable)
READ - MEMBERS	SHIP CONTRACT of in, and agrees to purchase electric energy from Broad River Electric Cooperative, Inc.
(hereinafter called the "Cooperative") upon the following terms and conditions.  1. The Applicant will pay to the Cooperative the sum of \$	which, if this application is accepted by the Cooperative, will constitute the Applicant's I connect fee of Sand by the National Electric Code or applicable local code, and bylaws of the Cooperative, and such rules, regulations, and rate schedules as may art of the amount paid for electricity each year is for a subscription to Living in South no personal liability or responsibility for any debts or liabilities of the Cooperative and it execution for any such debts or liabilities.  furnishes public street lighting, the Applicant hereby agrees to pay his prorate share of eet lights involved.  a 30 feet Right-Of-Way Easement over said property as outlined in the Cooperative's perate with representative of the Cooperative in securing the necessary easements. access to meters and other electrical equipment, as may be required from time to time, ages of the Cooperative as stated in the rate schedule. The Cooperative shall exercise system but shall not be liable for damages resulting from upset to the system caused supply, acts of God or other unusual circumstances.  er due notice of said default or failure to pay, Applicant agrees that if the Cooperative into thereof, or any legal services are performed in connection therewith, a reasonable debt and will be collectible as a part thereof; furthermore, any past due debt shall bear stablished by Cooperative policy.  In 1976, as amended, makes it unlawful for any person to alter, tamper with or bypass intelly. Applicant further understands that he is responsible for all penalties imposed by name is found in a condition which would cause electricity to be diverted from the or that there is evidence that same has taken place in the past, notwithstanding that ent between the Applicant and the Cooperative, and the contract for electric service is east 30 days written notice given by either party to the other. (Subject to approval of the
	uisconiiiuee.
The above application for membership	Applicant 11/1/1/1/
accepted this day of	Cooperative Rep. A TURGET
ALLEGRA PRINT & IMAGING - Rev. 10/04	entries $e_{i}$ $e_$